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Richard A. Pettigrew to Senator James O. Eastland, 22 July 1977

Richard Allen Pettigrew

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THE WHITE HOUSE

WASHINGTON

July 22, 1977

Honorable James O. Eastland
United States Senate
Washington, D.C. 20510

Dear Senator Eastland:

On June 29 President Carter announced four new reorganization studies: law enforcement; local and community economic development; human services; and administrative services. These and similar studies to be announced in coming months will provide a basis for the Administration's reorganization proposals to Congress.

The President has directed that his Reorganization Project take a bottom-up approach to reorganization. It should examine first how government programs perform at the delivery end, where they affect people directly. It should then proceed to develop changes in structure and process which correct deficiencies and improve overall program effectiveness.

The success of this approach to reorganization will depend on the Project's ability to develop hard information, at the outset of particular studies, on the day-to-day performance of federal programs. The Project needs to know which programs are organized and managed effectively and which are not. Where there is a record of inefficiency or confusion, the Reorganization Project needs to pinpoint the problem and develop solutions.

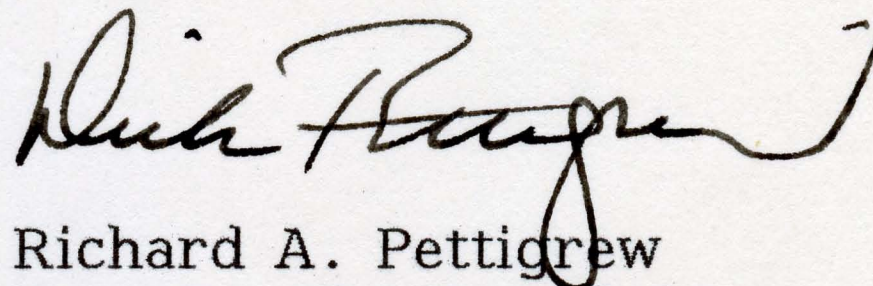
In his June 29 press briefing on the new reorganization studies, President Carter referred to the Congress as a vital source of bottom-up information on federal government performance. The President called particular attention to the indispensable casework conducted by House and Senate Offices. "Members of the House and Senate," he said, "spend a good part of every day helping people cut through government red tape. They know first-hand how the government looks from the receiving end of the services."

I would like to make it possible for the Reorganization Project to benefit at an early stage from your valuable experience in helping constituents. On behalf of President Carter, I would like to request some preliminary information regarding those programs and agencies with which your constituents, and your office, deal on a regular basis. This information will be extremely useful in our efforts to identify which government activities require the most intense organizational review.

The attached questionnaire asks you to list those federal programs which currently generate the most dissatisfaction, frustration and confusion on the part of your constituents. Your response, together with any comments, would be greatly appreciated -- by August 15 if possible.

I have also enclosed for your information and possible use a more extensive questionnaire recently distributed to a limited number of governmental officials, interest groups and individual citizens. You might find the survey, or some modification of it, useful in your own efforts to assess public concern regarding various reorganization issues.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rich Pettigrew", with a stylized flourish at the end.

Richard A. Pettigrew
Assistant to the President
for Reorganization

Enclosures

CASEWORK SURVEY

Which federal program do your constituents think are administered least efficiently?

<u>Program</u>	<u>Dept/Agency</u>	<u>Nature of Complaint</u>	<u>Comment</u>
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Please list those federal programs which are most confusing to your constituents?

<u>Program</u>	<u>Dept/Agency</u>	<u>Nature of Complaint</u>	<u>Comment</u>
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As currently administered, which federal programs do your constituents find least successful in achieving their stated objectives?

<u>Program</u>	<u>Dept/Agency</u>	<u>Nature of Complaint</u>	<u>Comment</u>
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Please list federal programs which result in most constituent complaints regarding excessive paperwork.

<u>Program</u>	<u>Dept/Agency</u>	<u>Nature of Requirement</u>	<u>Comment</u>
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Please list those federal agencies which your constituents find most responsive.

<u>Program</u>	<u>Dept/Agency</u>	<u>Nature of Causes</u>	<u>Comment</u>
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Drawing from your casework experience, please submit any other information that you feel would be helpful to the reorganization study teams.

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James O. Eastland Collection
Removal Sheet

Description of Item:

- FEDERAL REGISTER VOL. 42, NO. 130 PAGES 34855-35140
(7 JULY 1977)

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FEDERAL - EXECUTIVE - JIMMY CARTER ADMINISTRATION -
WHITE HOUSE CORRESPONDENCE

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